

CTS Advisory Council

April 2, 2014

1500 Jefferson Street
Olympia, Washington

Welcome

Christy Ridout (CTS) opened the meeting.

Attendees: Rob St. John (CTS), Ron Seymour (DFI), Bob Lanouette (LNI), Carl Harris (AGR), Steve Young (DNR), Sue Langen (DSHS), Don Peck (DOH), Debbie Stewart (ECY), Michael Cockrill (OCIO), and Grant Rodeheaver (DOT)

Guests: Wendy Huff (CTS) and Agnes Kirk (CTS)

Lync Terms of Use

Christy Ridout stated that the "Terms of Use For Lync" document sent to the Council members is in draft form. Comments are due April 24th.

Note: A revised Lync TOS draft was sent and posted to the CTS Advisory internet site. We have added comments to the document that identify terms which are pass through from MS and terms which are in current CTS services.

Skype Security Assessment

Agnes Kirk provided an overview of the Skype Security Assessment. This agenda item was a request from the March 2014 Council meeting.

Agnes stated that other options are available for agencies to use other than Skype. Options include the WebEx service, Citrix GoToMeeting, or the upcoming Lync service. These optional services could be used for interviews as well. Lync does not require a non-state person to have the Lync client on their machine to participate in a Lync session. Microsoft would need to change the architecture of Skype from its current peer-to-peer implementation approach in order for the state to consider using the Skype service. It was noted that training and educating staff is time consuming for agencies and is an ongoing challenge with staff turnover. An option for consideration would be that the state could consider blocking access to products like Skype. Michael Cockrill stated that this is a complex issue and warrants a separate discussion, he will schedule a follow-up meeting on this topic.

Action Item: Michael Cockrill will schedule a meeting with the CTS Advisory Council members to discuss using technical solutions to enforce policy rather than simply training and education. The specific example is whether Skype should be blocked, as there are known security risks.

Agnes Kirk will send the electronic version of the Skype Security Assessment.

Lync Status Update

Wendy Huff provided the Lync status update. The date for Lync 2013 to replace Live Communication Service (LCS) was deferred to

Monday, April 7, 2014. A service announcement was issued on April 1, 2014.

- April 21 – May 2 Agencies begin piloting new services
- May 2 – Complete onboarding for LCS customers
- May 5 – Lync service available to new customers

For additional information, the CTS Ask Site has the weekly LYNC customer meeting minutes and readiness documents.

A question was asked about whether CTS can make the financial information behind their rate model available. Yes, CTS is able to do that. Grant Rodeheaver shared that he was able to stand up the service for minimal cost at DOT. He asked why CTS service seems expensive. Michael Cockrill suggested that we complete an apple-to-apple comparison between CTS costs and DOT costs. Both parties are amenable to the suggestion.

Currently there are 7,000 LCS users. The Lync environment can scale to accommodate 30,000 users. Rob St. John suggested we should look at a bundled communication service funded with an across the board allocation and maybe the cost could be cheaper. CTS will extend the rate model to include 65,000 users to evaluate whether this might result in a rate reduction.

MDM Status Update

Wendy Huff provided a MDM update. Production licenses will be purchased the week of April 1, 2014. Training will be provided during the last week in June. CTS will be the first pilot agency. Rollout to new customers will begin in July. DNR and DSHS are interested in being early adopters.

Action Item: Wendy Huff will be in contact with Debbie Stewart to verify whether they are on the early adopters list.

O365 Assessment Close Out

Wendy Huff provided an overview of the Service Inquiry: Microsoft Office 365 Assessment – Conclusion. The document captured and summarizes the information shared from the April 2, 2014 meeting.

Microsoft representatives will be attending the May 7, 2014 CTS Advisory Council meeting to discuss O365. The focus of the meeting will be on licensing questions. Debbie Stewart and Bob Lanouette reiterated the request to use “use case scenarios” as that would be helpful to really understand answers to questions.

Wendy Huff will also be presenting Office 365 License Activation and Office Services Assessment Status at the next CTS Customer meeting scheduled for April 23, 2014.

Direct Connection to AWS

Rob St. John asked the Council members to send use cases to Christie Turner so CTS could follow-up with a Service Inquiry.

Next Meeting

May 7, 2014
Conference Center Room 2331
1500 Jefferson Street Olympia, WA